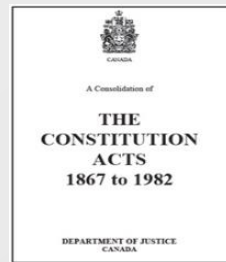


ESDC Official Languages Functional Legislative Organigram



Canadian Charter of Rights and Freedoms

Official Languages Act (OLA)

Amended June 2023

Action Plan for Official Languages



Canadian Heritage

2023-2028

Tool

LEGISinfo
(Parliament of Canada)

Policy on Official Languages

PART IV

Communications with and Services to the Public

Directive on Official Languages for Communications and Services



Official Languages (Communications with and Services to the Public) Regulations
Amended in 2019



CALDECH - (Desrochers) Case decision / Substantive Equality



TOOL

Substantive Equality Grid



Directive on the Implementation of the Official Languages (Communications with and Services to the Public) Regulations
Amended in 2022



Policy on Services to the Public in Both Official Languages at Service Canada



Directive on Official Languages Obligations at Service Canada Points of Service



Directive on Scheduled Outreach Service



Directive on serving clients using the Service Experience Model



Directive on active offer of services in both official languages



PART V

Language of Work

PART VI

Participation of English-speaking and French-speaking Canadians

PART XI (Section 91)

Staffing Generally

Public Service Official Languages Appointment Regulations



Directive on Official Languages for People Management



Qualification Standards in Relation to Official Languages



PART VII (Section 41)

Advancement of Equality of Status and Use of English and French

Information about the Modernization of the Official Languages Act (BILL C-13)



Canadian Heritage

Official Languages Regulations (Advancement of Equality of Status and Use of English and French)



(Currently under development)

OFFICIAL LANGUAGES TOOLS

TOOLS PART IV

[Toolkit: Community Outreach and Liaison Service-National COLS Strategy](#)

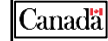


[Cheat-Sheet: Use of Web Communications and Social Medias](#)



TOOLS PART V, VI and section 91

[List of Bilingual Regions of Canada for Language of Work Purposes](#)



[My Official Language Booklet \(inclusive workplace\)](#)



[Tool for the linguistic identification of positions](#)



[Bilingualism Bonus Directive](#)



TOOLS PART VII

[Official Languages LENS](#)



[Quick Reference Guide](#)



JOINT TOOLS (Parts IV, V, VI, sec.91 and VII)

[Official Languages considerations when developing Cabinet documents](#)
(currently under review)

